

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

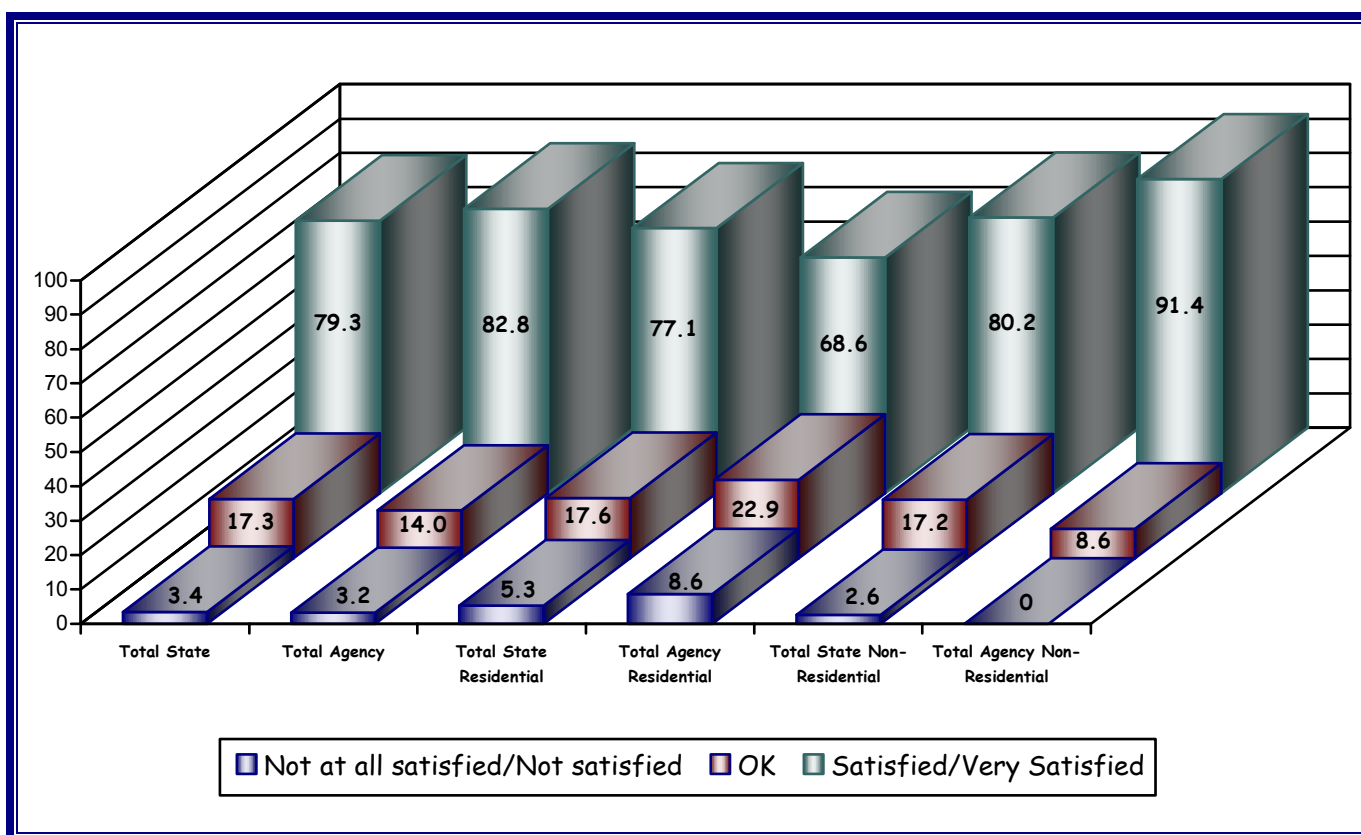
**Agency:** Pathways Community Behavioral Healthcare

**Data:** Total Clinton Facility

## Demographics: Total Clinton

		Agency Survey Returns		
		Total Consumers Total Agency	Total Consumers Residential	Total Consumers Non-Residential
<b>SEX</b>	Male	76.1%	77.1%	75.4%
	Female	23.9%	22.9%	24.6%
<b>RACE</b>	White	88.0%	88.2%	87.9%
	Black	5.4%	11.8%	1.7%
	Hispanic	0%	0%	0%
	Native American	3.3%	0%	5.2%
	Pacific Islander	0%	0%	0%
	Other	3.3%	0%	5.2%
<b>MEAN AGE</b>		29.24	23.77	32.53
	0-17	17.2%	42.9%	1.7%
	18-49	80.6%	54.3%	96.6%
	50+	2.2%	2.9%	1.7%

## Overall Satisfaction with Services: Total Clinton



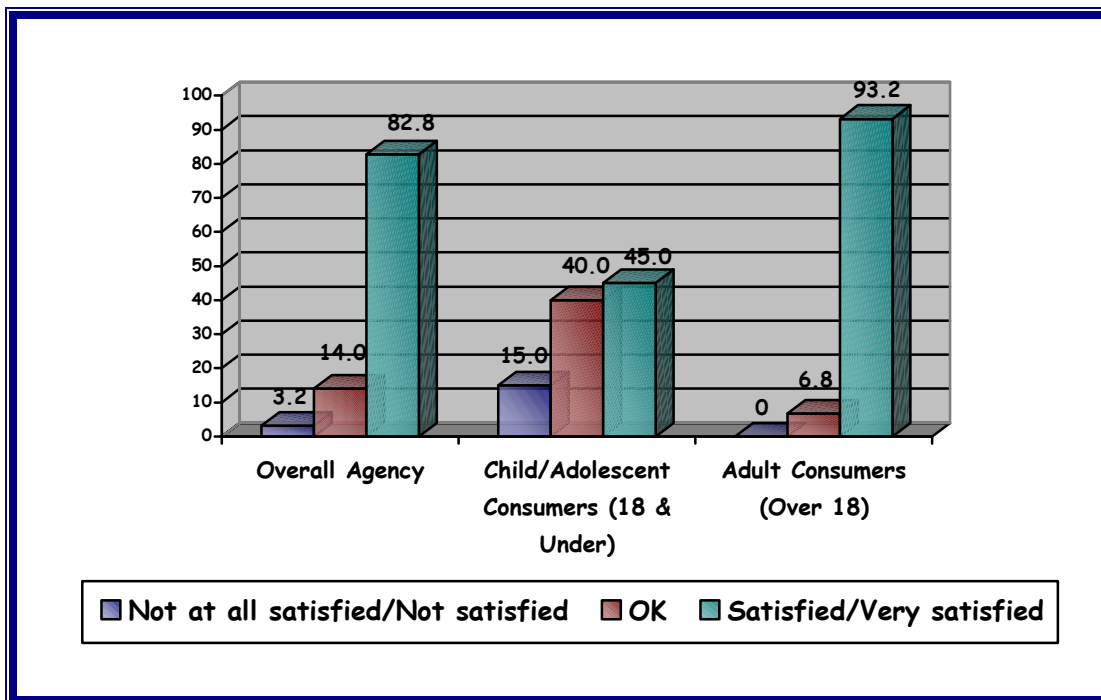
*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 79.3% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated it as "satisfied" or "very satisfied" was higher than the state average (82.8% for this agency versus 79.3% for the state).
- The total State Residential Program had a rating of 77.1% as "satisfied" or "very satisfied". This agency's Residential Program was rated lower, with 68.6% rating themselves as "satisfied" or "very satisfied" with services.
- The total State Non-Residential Program had a rating of 80.2% as "satisfied" or "very satisfied". This agency's Non-Residential Program was rated higher, with a rating of 91.4% "satisfied" or "very satisfied" with services.

# Overall Satisfaction with Services

## Comparison of Adults & Children: Total Clinton



	Total Agency Consumers (a)	Child/Adolescent Consumers 18 & Under	Adult Consumers Over 18
Not at all satisfied/Not satisfied	3.2% (3)	15.0% (3)	- (0)
OK	14.0% (13)	40.0% (8)	6.8% (5)
Satisfied/Very satisfied	82.8% (77)	45.0% (9)	93.2% (68)
Overall Mean Rating of Satisfaction with Services	4.31 (93)	3.30 (20)	4.59 (73)

(a) All consumers did not specify their age. Therefore the number of child/adolescent and adult consumers does not add to the total agency consumer number.

The key finding was:

- For both the percent of consumers satisfied with services and the mean satisfaction with services ratings, the adult consumers were more satisfied than the child/adolescent consumers.

## Satisfaction with Services: Total Clinton

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.22 (1915)	4.39 (93)	4.16 (546)	4.14 (35)	4.24 (1369)	4.53 (58)
with how much your staff know about how to get things done?	4.08 (1911)	4.29 (93)	4.00 (545)	3.91 (35)	4.11 (1366)	4.52 (58)
with how staff keep things about you and your life confidential?	4.21 (1919)	4.24 (92)	4.20 (548)	3.97 (34)	4.21 (1371)	4.40 (58)
that your treatment plan has what you want in it?	4.11 (1907)	4.39 (92)	4.10 (542)	4.26 (35)	4.12 (1365)	4.47 (57)
that your treatment plan is being followed by those who assist you?	4.16 (1898)	4.35 (91)	4.19 (543)	4.20 (35)	4.14 (1355)	4.45 (56)
that the agency staff respect your ethnic and cultural background?	4.29 (1876)	4.34 (92)	4.27 (530)	4.03 (34)	4.29 (1346)	4.52 (58)
with the services that you receive?	4.20 (1915)	4.31 (93)	4.14 (546)	3.91 (35)	4.23 (1369)	4.55 (58)
<b>Non-Residential Facilities Only:</b>						
that services are provided in a timely manner?	4.08 (1373)	4.40 (58)	- (0)	- (0)	4.08 (1373)	4.40 (58)
<b>Residential Facilities Only:</b>						
that the staff treats you with respect, courtesy, caring, kindness?	4.07 (548)	3.74 (34)	4.07 (548)	3.74 (34)	- (0)	- (0)
that the environment is clean and comfortable?	4.10 (547)	4.00 (35)	4.10 (547)	4.00 (35)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.51 (537)	3.14 (35)	3.51 (537)	3.14 (35)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	3.80 (35)	3.81 (528)	3.80 (35)	- (0)	- (0)
with the childcare provided by the agency?	3.98 (43)	- (0)	3.98 (43)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied). The ratings of this agency on those seven questions ranged from 4.24 to 4.39.
- The ratings of the Residential Program for this agency ranged from 3.14 to 4.26. The highest rated item was that the treatment plan has what the consumer wants in it and the lowest rated item was with opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this agency ranged from 4.40 to 4.55. The highest rated item was with the services received and the lowest rated items were with services being provided in a timely manner and how staff keeps things about the consumer confidential.

# Satisfaction with Quality of Life: Total Clinton

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with how you spend your day?	3.69 (1904)	3.61 (92)	3.56 (544)	3.23 (35)	3.74 (1360)	3.84 (57)
with where you live?	3.77 (1885)	3.68 (92)	3.79 (541)	3.66 (35)	3.77 (1344)	3.70 (57)
with the amount of choices you have in your life?	3.63 (1917)	3.63 (93)	3.67 (544)	3.29 (35)	3.62 (1373)	3.84 (58)
with the opportunities/ chances you have to make friends?	3.82 (1907)	3.84 (92)	3.97 (544)	3.77 (35)	3.76 (1363)	3.88 (57)
with your general health care?	3.80 (1872)	3.82 (91)	3.82 (533)	3.59 (34)	3.80 (1339)	3.96 (57)
with what you do during your free time?	3.74 (1897)	3.74 (91)	3.60 (538)	3.68 (34)	3.79 (1359)	3.77 (57)
How safe do you feel . . .						
in this facility? ( <i>Residential Only</i> )	4.25 (547)	4.29 (34)	4.25 (547)	4.29 (34)	- (0)	- (0)
in your home?	4.26 (1897)	4.40 (92)	4.19 (530)	4.46 (35)	4.29 (1367)	4.37 (57)
in your neighborhood?	4.08 (1894)	4.29 (92)	3.96 (532)	4.29 (35)	4.12 (1362)	4.30 (57)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served by this agency were most satisfied with how safe they feel in their home (mean of 4.26) and least satisfied with how they spend their day (mean of 3.61).
- The consumers in the Residential Program were most satisfied with how safe they feel in their home (mean of 4.46) and least satisfied with how they spend their day (mean of 3.23).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.37) and least satisfied with where they live (mean of 3.70).

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

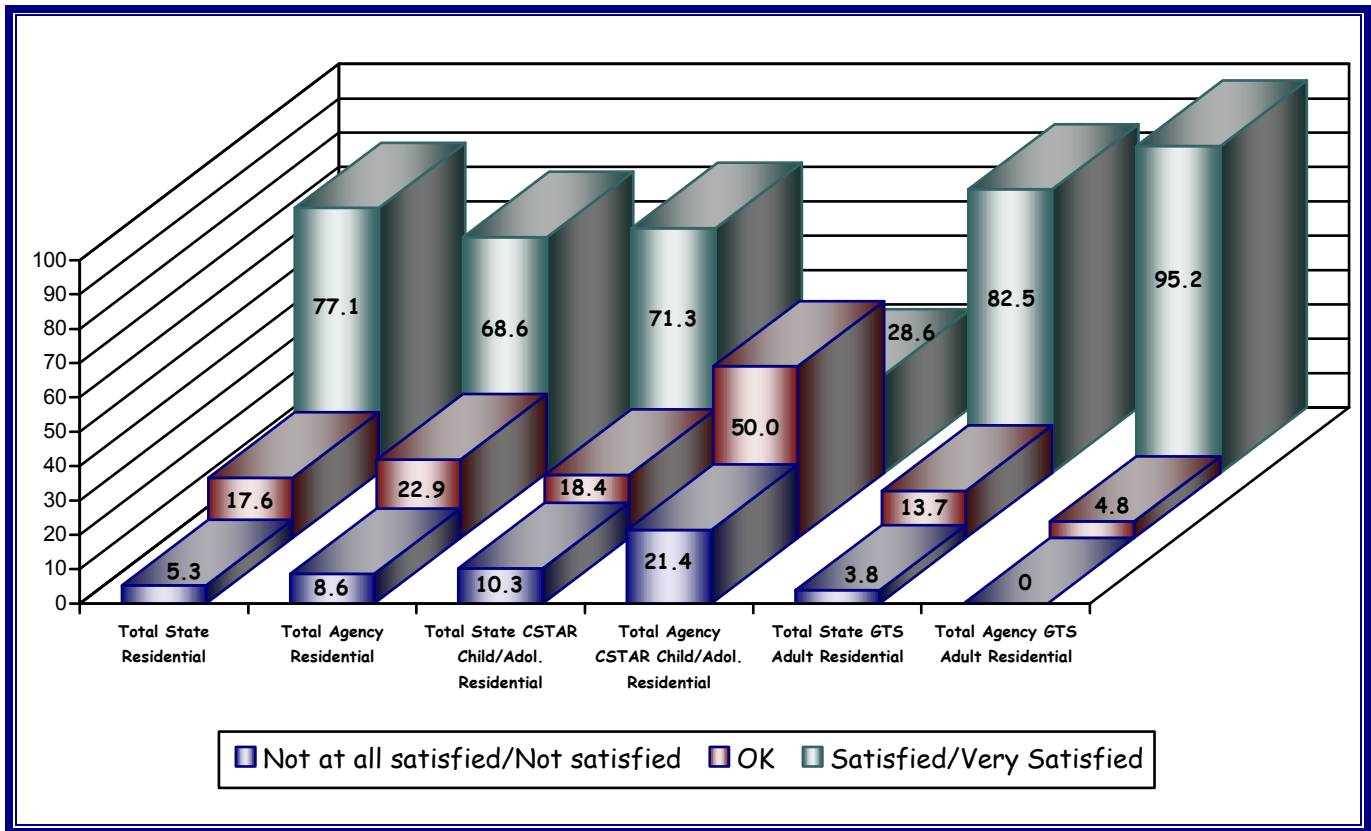
**Agency:** Pathways Community Behavioral Healthcare

**Data:** Total Clinton Residential

## Demographics: Clinton Residential

		Agency Survey Returns		
		Total Consumers Residential	CSTAR Child/ Adolescent	GTS Adult
SEX	Male	77.1%	64.3%	85.7%
	Female	22.9%	35.7%	14.3%
RACE	White	88.2%	78.6%	95.0%
	Black	11.8%	21.4%	5.0%
	Hispanic	0%	0%	0%
	Native American	0%	0%	0%
	Pacific Islander	0%	0%	0%
	Other	0%	0%	0%
MEAN AGE		23.77	15.50	29.29
	0-17	42.9%	100.0%	4.8%
	18-49	54.3%	0%	90.5%
	50+	2.9%	0%	4.8%

## Overall Satisfaction with Services: Clinton Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 77.1% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Residential Program who rated it as "satisfied" or "very satisfied" was lower than the state average (68.6% for this agency versus 77.1% for the state).
- The GTS Adult Residential Program was rated higher than the CSTAR Child/Adolescent Residential Program (95.2% versus 28.6%).

# Satisfaction with Services: Clinton Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Child/Adolescent Residential Consumers		GTS Adult Residential Consumers	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.16 (546)	4.14 (35)	3.91 (87)	3.43 (14)	4.31 (318)	4.62 (21)
with how much your staff know about how to get things done?	4.00 (545)	3.91 (35)	3.87 (87)	3.29 (14)	4.15 (315)	4.33 (21)
with how staff keep things about you and your life confidential?	4.20 (548)	3.97 (34)	3.93 (86)	3.38 (13)	4.33 (318)	4.33 (21)
that your treatment plan has what you want in it?	4.10 (542)	4.26 (35)	3.94 (87)	3.71 (14)	4.20 (313)	4.62 (21)
that your treatment plan is being followed by those who assist you?	4.19 (543)	4.20 (35)	4.06 (87)	3.50 (14)	4.28 (314)	4.67 (21)
that the agency staff respect your ethnic and cultural background?	4.27 (530)	4.03 (34)	4.17 (86)	3.43 (14)	4.33 (305)	4.45 (20)
with the services that you receive?	4.14 (546)	3.91 (35)	3.97 (87)	3.00 (14)	4.26 (315)	4.52 (21)
that the staff treats you with respect, courtesy, caring and kindness?	4.07 (548)	3.74 (34)	3.80 (86)	3.15 (13)	4.23 (319)	4.10 (21)
that the environment is clean and comfortable?	4.10 (547)	4.00 (35)	3.92 (86)	3.43 (14)	4.31 (319)	4.38 (21)
with opportunities for exercise and relaxation?	3.51 (537)	3.14 (35)	3.52 (86)	2.57 (14)	3.72 (310)	3.52 (21)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	3.80 (35)	3.69 (87)	3.00 (14)	4.10 (297)	4.33 (21)
with the childcare provided by the agency?	3.98 (43)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only three ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Residential Program ranged from 3.14 to 4.26. The highest rated item for this agency was that the treatment plan has what the consumer wants in it (mean of 4.26) and the lowest rated item was with opportunities for exercise and relaxation (mean of 3.14).
- The GTS Adult Residential consumers were more satisfied with the services they received than the CSTAR Child/Adolescent Residential consumers.



# Satisfaction with Quality of Life: Clinton Residential

	Total Residential Consumers		CSTAR Child/Adolescent Residential Consumers		GTS Adult Residential Consumers	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.56 (544)	3.23 (35)	3.24 (87)	2.43 (14)	3.72 (314)	3.76 (21)
with where you live?	3.79 (541)	3.66 (35)	3.80 (87)	3.29 (14)	3.86 (312)	3.90 (21)
with the amount of choices you have in your life?	3.67 (544)	3.29 (35)	3.32 (87)	2.79 (14)	3.80 (315)	3.62 (21)
with the opportunities/chances you have to make friends?	3.97 (544)	3.77 (35)	3.92 (87)	3.36 (14)	4.02 (315)	4.05 (21)
with your general health care?	3.82 (533)	3.59 (34)	3.70 (81)	2.62 (13)	3.92 (310)	4.19 (21)
with what you do during your free time?	3.60 (538)	3.68 (34)	3.50 (86)	3.08 (13)	3.70 (312)	4.05 (21)
How safe do you feel . . .						
in this facility	4.25 (547)	4.29 (34)	4.12 (86)	3.54 (13)	4.34 (318)	4.76 (21)
in your home?	4.19 (530)	4.46 (35)	4.17 (87)	4.36 (14)	4.19 (308)	4.52 (21)
in your neighborhood?	3.96 (532)	4.29 (35)	3.91 (87)	4.21 (14)	4.01 (311)	4.33 (21)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program were most satisfied with how safe they feel in their home (mean of 4.46) and least satisfied with how they spend their day (mean of 3.23).

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### Alcohol and Drug Abuse Services

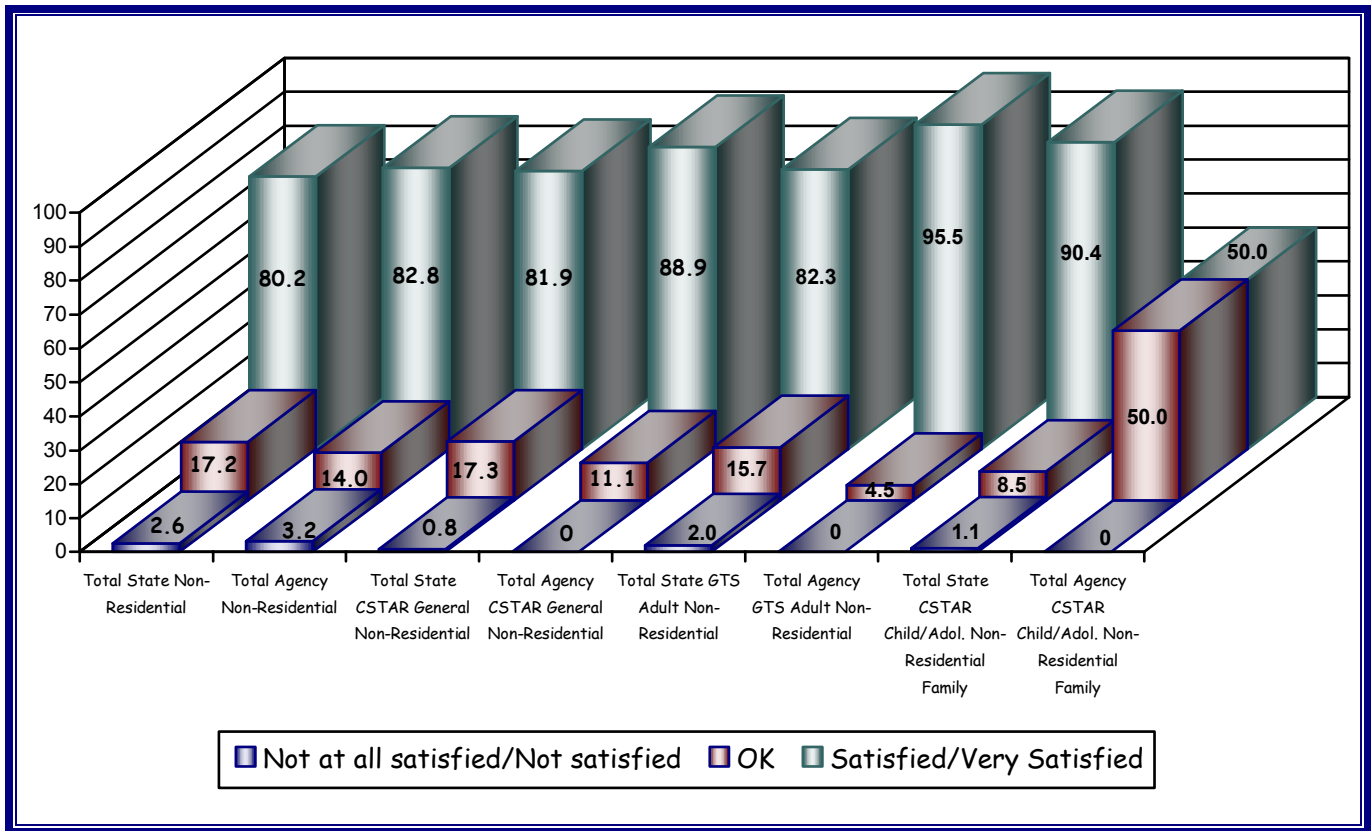
**Agency:** Pathways Community Behavioral Healthcare

**Data:** Total Clinton Non-Residential

## Demographics: Clinton Non-Residential

		Agency Survey Returns			
		Total Consumers Non-Residential	CSTAR General Consumers	GTS Adult Consumers	CSTAR Child/Adolescent Family
<b>SEX</b>	Male	75.4%	74.3%	77.3%	66.7%
	Female	24.6%	25.7%	22.7%	33.3%
<b>RACE</b>	White	87.9%	83.3%	95.5%	88.9%
	Black	1.7%	2.8%	0%	11.1%
	Hispanic	0%	0%	0%	0%
	Native American	5.2%	5.6%	4.5%	0%
	Pacific Islander	0%	0%	0%	0%
	Other	5.2%	8.3%	0%	0%
<b>MEAN AGE</b>		32.53	34.58	29.18	15.89
	0-17	1.7%	0%	4.5%	100.0%
	18-49	96.6%	97.2%	95.5%	0%
	50+	1.7%	2.8%	0%	0%

## Overall Satisfaction with Services: Clinton Non-Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Non-Residential Program who rated it as "satisfied" or "very satisfied" was higher than the state average (82.8% for this agency versus 80.2% for the state).
- The CSTAR General and GTS Adult Non-Residential Programs were highly rated (88.9% and 95.5% at least satisfied).

## Satisfaction with Services: Clinton Non-Residential

	Total Non-Residential Consumers		CSTAR General Non-Residential Consumer		GTS Adult Non-Residential Consumer		CSTAR Child/Adolescent Non-Residential Family	
	State	Agency	State	Agency	State	Agency	State	Agency
How satisfied are you ...								
with the staff who serve you?	4.24 (1369)	4.53 (58)	4.34 (250)	4.56 (36)	4.28 (494)	4.50 (22)	4.55 (94)	3.50 (8)
with how much your staff know about how to get things done?	4.11 (1366)	4.52 (58)	4.24 (250)	4.56 (36)	4.17 (490)	4.45 (22)	4.45 (94)	3.25 (8)
with how staff keep things about you and your life confidential?	4.21 (1371)	4.40 (58)	4.24 (250)	4.42 (36)	4.27 (498)	4.36 (22)	4.72 (93)	3.86 (7)
that your treatment plan has what you want in it?	4.12 (1365)	4.47 (57)	4.22 (248)	4.56 (36)	4.13 (492)	4.33 (21)	4.41 (94)	3.38 (8)
that your treatment plan is being followed by those who assist you?	4.14 (1355)	4.45 (56)	4.24 (245)	4.54 (35)	4.19 (489)	4.29 (21)	4.43 (94)	3.50 (8)
that the agency staff respect your ethnic and cultural background?	4.29 (1346)	4.52 (58)	4.31 (239)	4.58 (36)	4.33 (493)	4.41 (22)	4.62 (91)	4.13 (8)
with the services that you receive?	4.23 (1369)	4.55 (58)	4.31 (249)	4.61 (36)	4.28 (497)	4.45 (22)	4.50 (94)	3.63 (8)
that services are provided in a timely manner?	4.08 (1373)	4.40 (58)	4.14 (251)	4.42 (36)	4.17 (499)	4.36 (22)	4.46 (93)	3.50 (8)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Non-Residential Program ranged from 4.40 to 4.55. The highest rated item for this agency was with the services received (mean of 4.55) and the lowest rated items were with how staff keep things about the consumer's life confidential and with services being provided in a timely manner (means of 4.40).

## Satisfaction with Quality of Life: Clinton Non-Residential

	Total Non-Residential Consumers		CSTAR General Non-Residential Consumer		GTS Adult Non-Residential Consumer		CSTAR Child/Adolescent Non-Residential Family	
	State	Agency	State	Agency	State	Agency	State	Agency
How satisfied are you . . .								
with how you spend your day?	3.74 (1360)	3.84 (57)	3.88 (251)	3.94 (36)	3.84 (494)	3.67 (21)	3.81 (91)	3.50 (8)
with where you live?	3.77 (1344)	3.70 (57)	3.80 (247)	3.69 (36)	3.79 (492)	3.71 (21)	4.07 (92)	2.88 (8)
with the amount of choices you have in your life?	3.62 (1373)	3.84 (58)	3.65 (251)	3.94 (36)	3.70 (498)	3.68 (22)	4.02 (92)	3.13 (8)
with the opportunities/ chances you have to make friends?	3.76 (1363)	3.88 (57)	3.80 (248)	3.97 (35)	3.80 (495)	3.73 (22)	3.80 (92)	3.38 (8)
with your general health care?	3.80 (1339)	3.96 (57)	3.85 (245)	4.06 (36)	3.85 (491)	3.81 (21)	4.27 (91)	3.63 (8)
with what you do during your free time?	3.79 (1359)	3.77 (57)	3.77 (250)	3.83 (36)	3.85 (495)	3.67 (21)	3.87 (92)	3.63 (8)
How safe do you feel . . .								
in your home?	4.29 (1367)	4.37 (57)	4.30 (249)	4.51 (35)	4.38 (497)	4.14 (22)	4.58 (92)	4.50 (8)
in your neighborhood?	4.12 (1362)	4.30 (57)	4.15 (249)	4.40 (35)	4.20 (496)	4.14 (22)	4.42 (92)	4.00 (8)
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.</p>								

### Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program at this agency were most satisfied with how safe they feel in their home (mean of 4.37) and least satisfied with where they live (mean of 3.70).

